

A photograph of a man with short dark hair, wearing a dark blue polo shirt, carrying a young child with short blonde hair on his shoulders. The child is wearing a light blue polo shirt and is smiling broadly. The man is also smiling and looking towards the child. They are outdoors, with a blurred background of green grass and a bright sun in the upper left corner.

 Best Doctors®

Make decisions  
with confidence

## About Best Doctors

A lot of questions go through your mind when you've been diagnosed with a (serious) illness, or you're living with a chronic condition. But knowing exactly what you're dealing with – and getting advice from renowned specialists – can give you and your treating doctor a clear way forward.

Best Doctors was founded with the specific goal of providing an expert's independent clinical analysis to the people who need it most, regardless of their physical location. For over 30 years Best Doctors has defined the market and built a global network to continue this mission.

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We give you access to the world's leading medical specialists from the comfort of your own home.

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If you or a member of your family faces an illness, injury or medical condition, Best Doctors will collect your medical records and arrange for a top international expert to review your case. The expert will provide you with a report that empowers you with knowledge of exactly what your condition is and the best treatment plan. The report is designed for you to share with your treating doctor to provide certainty and comfort that you're on the right treatment pathway.

## Reasons why people contact Best Doctors

- Confirmation of diagnosis
- Condition not improving
- Assistance in deciding on treatment options
- Doubts about information received from treating specialist
- Better understanding of medical condition
- Doubts about recommended surgery

## A global network of leading specialists

At the core of Best Doctors is our expert database of 50,000 medical experts in over 450 (sub) specialties. We use a peer nominated methodology that enables us to build a respected and unique network of specialists who are internationally recognised as the best in their field. All have one thing in common: dedication to providing our members with expert medical advice and support, whatever their medical concern.

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**50,000**  
medical experts

**450**  
(sub)specialties

## Best Doctors Services

### Expert Medical Opinion

#### Get an expert second opinion from a renowned medical specialist

Have one of the world's top experts review your medical case and provide you with a detailed and easy to understand report with the right diagnosis, treatment options and information when facing medical uncertainty.

### Ask the Expert

#### Fully understand your medical condition

All your medical questions are addressed by an expert who is highly experienced in your particular condition. You will receive a report with the experts' answers.

### Find Best Care

#### Find the best treatment outside the UK

If after the Expert Medical Opinion service, you decide that your medical condition needs treatment outside of the UK, we can make it possible. You will receive all the information you need to take the next step.

### FindBestDoc

#### Find a local Best Doctors specialist.

Best Doctors can help you find the right medical expert for an in-person consultation for your specific medical case or condition.

## Conditions Best Doctors can help with

Best Doctors can be used for a wide range of medical conditions, from serious illnesses such as cancer and heart disease to less critical conditions such as back pain, severe migraines, skin conditions or diseases of the eye:



**Diseases of the nervous system:** Such as Alzheimer's and Parkinson's, multiple sclerosis, epilepsy, severe migraines.

**Diseases of the ear:** Such as hearing loss, otosclerosis, vertigo.

**Respiratory system conditions:** Such as asthma, sleep apnoea.

**Musculoskeletal conditions:** Such as persistent back pain, arthritis, scoliosis

**Gynaecological conditions:** Such as endometriosis, painful/irregular periods, ovarian cysts.

**Circulatory system:** Such as hypertension, heart attack and stroke.

**Skin diseases:** Such as psoriasis, allergies, chronic urticaria (hives), atopic dermatitis, vitiligo.

**Diseases of the eye:** Such as cataracts, retinal disorders, glaucoma and macular degeneration.

**Metabolic and endocrine:** Such as diabetes, thyroid diseases or growth disorders.

**Digestive disorders:** Such as gastric disorders, inflammatory bowel disease, liver disorders.

**Urological conditions:** Such as renal failure, cystitis.

**Cancer:** Such as tumours, leukaemia, Hodgkin's lymphoma.

**Immunological diseases:** Such as HIV/AIDS, sarcoidosis, food allergies.

**Blood diseases:** Such as haemorrhagic conditions, refractory anaemia, myeloma.

*\*The only conditions Best Doctors does not review are mental health, dental and emergency conditions.*

# The story of Christopher



Christopher had been struggling with back problems for quite some time, and had undergone two surgeries on herniated discs in his lower back and neck. Yet he was not the kind of person to let the pain and discomfort get in the way of enjoying life and being out on the beat.

One day, out for a long run, Christopher heard a popping sound in his back, followed by intense pain in his left leg. Over the following weeks the pain persisted and his left knee became weak and he decided to undergo decompression surgery. But the operation proved difficult, and Christopher had complications, for which he needed repair surgery.

Discharged from hospital and a month into recovery, Christopher felt worried and frustrated to find that he still needed crutches to move about. On leave from the force and confused by everything that had happened to him, Christopher wondered if he would ever be able to walk on his own again, let alone regain a normal, active life. He decided to contact Best Doctors for a second medical opinion.

After an exhaustive review, the expert concluded that surgery had been the right thing to do, yet had caused serious neurological injury. But in his opinion, Christopher had a very good chance of walking on his own again, but needed to give his nervous system a chance to recover. He provided Christopher with treatment recommendations and additional information.

“Reading my report, I could see that I’m looking at things much more positively now. The fact that Best Doctors is included in my Police Federation insurance scheme has made such a difference to me. I can’t thank you enough for all the help I have received.”

For Christopher, the Best Doctors report was the decisive push he needed to press on with his recovery. Having finally traded in his crutches for a walking stick, he is now building up time on the treadmill and is able to take his dogs for a walk.

## Frequently Asked Questions

### **Am I eligible for the Best Doctors services?**

Yes. As a member of the Federation Group Insurance scheme, you, your spouse/partner and any legal dependent under the age of 21 (or 25 if in full time education) residing in the same household have access to Best Doctors.

### **How do I access Best Doctors?**

Contacting us is easy, simply call: 0800 085 6605.

### **Do I need to pay for the Best Doctors services?**

No. Best Doctors is part of the Federation Group Insurance scheme. Any additional tests or services that may be required based on the Best Doctors recommendation are covered according to the provisions of your health plan.

### **Do I have to travel or collect my own medical records?**

No. You contact Best Doctors and we'll handle everything for you. All your contact with Best Doctors is over the phone or the Internet. You do not need to travel or contact your doctor(s) to obtain records, images or other information related to your case.

### **Do I have to follow the Best Doctors recommendations?**

No. You remain in full control of your health care decision making. The information you receive from Best Doctors is intended to help you and your treating physician(s) make informed decisions regarding your diagnosis and/or treatment plan.

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## Contact

For more information or access to the Best Doctors services, simply call us: **0800 085 6605** or visit our member portal: **[www.askbestdoctors.com](http://www.askbestdoctors.com)**

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